



Technology Support Specialist I- (Lead)

Details

Job ID : 532

Title : Technology Support Specialist I- (Lead)

Job Code : 952

Salary : \$2,366.00 (Monthly)

Grade : 9

Tenured : YES

Job Departments

- Technology Services

Purpose

RESPONSIBLE FOR OVERSEEING A GROUP OF TECHNOLOGY SUPPORT ANALYSTS AND PROVIDING TECHNICAL COMPUTER ASSISTANCE TO USERS OF COMPUTER BASED SOFTWARE APPLICATIONS, AND/OR PROVIDES TECHNICAL ASSISTANCE TO PROBLEM DETERMINATION AND RESOLUTION FOR COMPUTER HARDWARE EQUIPMENT AND/OR SOFTWARE APPLICATION, AND/OR PERFORMS HARDWARE SUPPORT FUNCTIONS FOR NETWORK EQUIPMENT

Required Qualifications

Education : 4 Year College Degree in Related Field

Education Substitute : Experience for Degree @ 1:1

Experience : 2 Years of Related Experience

Job Required Knowledge

- MUST POSSESS A COMPUTER TECHNICAL CERTIFICATION

Job Skills/Abilities

- BASIC COMPUTER SKILLS
- COMMUNICATION SKILLS

Job Preferred Knowledge

- Computer Systems

Job Duties

- SCHEDULE ANALYSTS AND ASSIGN TASKS
- COMMUNICATE WITH COMPUTER SYSTEM USERS TO PROVIDE TRAINING AND/OR ASSISTANCE FOR SOFTWARE APPLICATION PROGRAMS
- GIVE INSTRUCTIONS TO USERS ON COMPUTER APPLICATIONS AND THE USE OF COMPUTER EQUIPMENT
- PROVIDE ASSISTANCE FOR USERS EXPERIENCING PROBLEMS WITH COMPUTER APPLICATION
- INSTALL AND UNINSTALL COMPUTER EQUIPMENT AT STATEWIDE COMPUTER SITES
- PERFORM BASIC DIAGNOSTIC TESTING ON MALFUNCTIONING EQUIPMENT
- UTILIZE COMPUTER PROGRAMS FOR PROBLEM DETERMINATION
- KEEP RECORDS AND STATISTICS ON ALL PROBLEMS AND ASSISTANCE CALLS
- PROVIDE TECHNICAL INFORMATION TO SYSTEM SUPPORT PERSONNEL, VENDOR REPRESENTATIVES AND/OR COMPUTER OPERATIONS STAFF TO RESOLVE PROBLEMS RELATING TO NETWORK OR COMPUTER SYSTEMS
- ASSIST IN SYSTEM RECOVERY DURING COMPUTER FAILURES
- AVAILABILITY FOR ON-CALL ROTATION DURING NON-BUSINESS HOURS
- POSSIBLE STATEWIDE TRAVEL, AS REQUIRED
- OTHER DUTIES AS ASSIGNED